



Tony Evers

Office of the Governor | State of Wisconsin

Correspondence Manager – Office of the Governor

Governor Tony Evers is seeking an energetic, responsible, and passionate individual to join our Madison office as the Correspondence Manager in the Constituent Services and Proclamations Department. As the Correspondence Manager, you will be an integral part of the team, working to manage a substantial number of incoming and outgoing constituent inquiries.

Job Responsibilities

- Manages all incoming and outgoing opinion correspondence to and from the Governor's Office, including but not limited to live phone calls, voicemails, emails, webform submissions, physical mail, and drop-in visits.
- Oversees the drafting and editing process for all outgoing constituent communication.
- Aids in the planning and coordination of constituent responses, as well as proactive messaging, which includes sending out constituent responses through the Leidos Intranet Quorum (IQ) database on a weekly basis.
- Maintains and organizes the Leidos IQ database, containing 600,000+ contacts and 500,000+ messages.
- Hire and supervise the departments limited term employees and interns.
- Develops and maintains the Governor's Office front desk schedule.
- Staffs the front desk at the Governor's office when necessary.
- Serves as a liaison between the casework and correspondence teams within the Office of the Governor.
- Creates weekly reports for senior staff, noting any trends.
- Other duties as assigned.

Qualifications

Governor Evers is seeking candidates who have excellent written and verbal communication skills and can adapt to a fast-paced workplace. You should have:

- Proficient computer skills, including Microsoft Office Suite (Word, Excel, Powerpoint).
- Excellent written and verbal communication skills.
- Strong attention to detail, organizational skills, and ability to manage multiple projects simultaneously.
- Demonstrated understanding of state systems, agencies, and programs, as well as current events on the local, state, and federal levels.
- Ability to handle sensitive and confidential material in a responsible and respectful manner.
- Commitment to public service and to serving the people of Wisconsin.
- Customer service experience preferred.
- Familiarity with the Leidos IQ database preferred.
- Experience managing a team preferred.

Compensation

- Salary Range: \$40,000 - \$50,000 annually, commensurate with experience.
- Generous benefits package.

The Office of Governor Tony Evers is an equal opportunity employer and strives to recruit and retain high quality staff who are committed to increasing the diversity of the organization.

How to Apply

All interested applicants can submit a cover letter and resume to Constituent Services and Proclamations Director, Anna Mercer. Anna.Mercer@wisconsin.gov